

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: M.L. Denham et al. Attorney Docket No.: 121122
Application No.: 10/668043 Art Unit: 3629 / Confirmation No.: 7296
Filed: September 22, 2003 Examiner: M.L. Brooks
Title: SYSTEM AND METHOD FOR FACILITATING CUSTOMER
SERVICE UTILIZING EMBEDDED CLIENT FEEDBACK LINKS

AMENDMENT AFTER FINAL

Seattle, Washington 98101

October 16, 2009

TO THE COMMISSIONER FOR PATENTS:

INTRODUCTORY COMMENTS

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of the claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.

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